*City and SPRWS Information Services*
**IS Information/Technical Analyst Job Family Competency Matrix –  April 19, 2007**
**(Each competency builds upon the other as the class series progresses.)**

**Effective Date: 5/10/07**

| Classification Titles | Info/Tech Analyst I<br><br>**Occupation Code 705A**<br>**B.U. 02, Grade 30T**<br>**Salary Info** | Info/Tech Analyst II<br><br>**Occupation Code 706A**<br>**B.U. 02, Grade 36T**<br>**Salary Info** | Info/Tech Analyst III<br><br>**Occupation Code 707A**<br>**B.U. 02, Grade 40T**<br>**Salary Info** | Info/Tech Analyst IV<br><br>**Occupation Code 708A**<br>**B.U. 02, Grade 44T**<br>**Salary Info** | Info/Tech Analyst V<br><br>**Occupation Code 709A**<br>**B.U. 06, Grade 20T**<br>**Salary Info** |
|---|---|---|---|---|---|
| **General Duty Statement** | Performs programming work of basic complexity such as coding, generating ad-hoc reports, and debugging basic programs on an assigned information technology platform. Consults with customers. Performs program testing and fixes. Assists in writing programming documentation or training modules. Performs other related work as assigned. | Performs programming work of intermediate complexity in support of information technology projects that involve multiple platforms and applications. Consults with customers regarding projects of average complexity. Works on projects designed to increase operating efficiency, effectiveness, or designed to adapt new operating requirements. Performs coding and problem solving on applications of average complexity affecting a broad range of projects. Prepares basic project plans and makes recommendations on infrastructure and process solutions.  Performs other related work as assigned. | Performs complex programming work requiring an advanced understanding of the City's information technology infrastructure. Consults with customers regarding complex projects in order to assist in planning for future systems improvements. Leads the analysis and design of relevant databases and multiple processes within business applications. Advises and assists less experienced team members in their development. Participates in setting work priorities. Maintains knowledge of current best practices. Performs other related work as assigned. | Performs very complex programming work requiring an expert understanding of the City's information technology infrastructure. Consults with customers as a business partner in planning all aspects of information technology projects to meet future needs. Ensures the proper configuration, efficiency, and security of City applications. Assists with staff members in developing and implementing technical solutions. Establishes procedural standards and guidelines for work projects. Maintains knowledge of best practices. Performs other related work as assigned. | Performs expert technical programming work of the highest complexity for both internal and external customers. Consults with City IS management and makes recommendations regarding projects that may set the future direction of information technology in the City. Consults with customers in planning for technology upgrades. Determines the value of the return on investment in new technology. Serves as a member of the IS leadership team. Solves problems using the most sophisticated tools and corresponding solutions. Maintains knowledge of emerging trends in best practices and new technologies. Performs other related work as assigned. |
| **Supervision Received** | Works under the close technical supervision of the unit head. | Works under the moderate technical supervision of the unit head. | Works under the general supervision of the unit head. | Works under the general supervision of the unit head. | Works under the direction of the IS manager. |
| **Supervision Exercised** | None | None | None | Exercises technical supervision over lower-level staff. | Exercises general supervision over lower-level employees within the unit. |

**Effective Date: 5/10/07**

| Shared Competencies | Info/Tech Analyst I | Info/Tech Analyst II | Info/Tech Analyst III | Info/Tech Analyst IV | Info/Tech Analyst V |
|---|---|---|---|---|---|
| **Technical Expertise**<br>*City and Saint Paul Regional Water Services (SPRWS) Technical Environment* | Demonstrates the ability to acquire a good understanding of the assigned information services unit information technology environment/infrastructure; demonstrates the ability to acquire a good understanding of information technology best practices and standards. | Demonstrates a good understanding of the currently assigned information services unit information technology environment/infrastructure; demonstrates an understanding of the goals and objectives of the assigned information services unit. | Demonstrates an advanced understanding of the assigned information services unit information technology environment/infrastructure and the ability to identify and resolve complex challenges associated with the work; demonstrates an understanding of current trends in information technology best practices and standards; demonstrates the ability to apply this understanding to work projects and processes. | Demonstrates an expert understanding of the assigned information services unit information technology environment/infrastructure and the ability to identify and resolve the most difficult and highly complex challenges associated with the work. | Demonstrates an expert understanding of the interrelationship of the assigned information services unit information technology environment/infrastructure; demonstrates an understanding of emerging trends in information technology best practices and standards; demonstrates the ability to apply this understanding to the information technology planning efforts of the complete organization. |
| **Technical Expertise**<br>*Assigned Platform* | Demonstrates the ability to acquire a good understanding of an assigned information technology platform. | Demonstrates a good understanding of an assigned information technology platform and demonstrates the ability to convey that understanding to others. | Demonstrates an advanced understanding of an assigned information technology platform and demonstrates the ability to recommend improvements to the technology. | Demonstrates the ability to understand complex interrelated information needs on multiple information technology platforms. | Demonstrates an expert understanding of all phases and aspects of the program development process; demonstrates the ability to maintain up to date knowledge of innovations in information technology. |

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| Shared Competencies | Info/Tech Analyst I | Info/Tech Analyst II | Info/Tech Analyst III | Info/Tech Analyst IV | Info/Tech Analyst V |
|---|---|---|---|---|---|
| **Technical Expertise** *Customer Applications* | Demonstrates the ability to develop programs, interfaces, and fixes on the assigned customer business applications. | Demonstrates a good understanding of the business of the assigned customer and the related information needs; demonstrates a good understanding of the assigned technology and issues of connectivity; demonstrates the ability to test customer business applications. | Demonstrates an advanced understanding of assigned customer applications; demonstrates the ability to understand information/data management concepts. | Demonstrates an understanding of the full range of customer information/data management systems and related processes and protocols; demonstrates the ability to resolve the most difficult and complex challenges associated with the work. | Demonstrates the ability to make recommendations, on an organization-wide basis, as to the usefulness of new information technology in improving customer services; demonstrates an understanding of best practices in information/data management principles and demonstrates an ability to apply this understanding in resolving organization-wide challenges associated with the work. |
| **Project Management, Prioritization, and Planning** | Demonstrates the ability to meet assigned work deadlines and priorities; demonstrates the ability to follow detailed specifications. | Demonstrates the ability to prioritize work and handle multiple projects and priorities as assigned; demonstrates the ability to prepare and interpret project specifications. | Demonstrates the ability to make recommendations and participate in setting work priorities; demonstrates the ability to plan and estimate all aspect of a work project; demonstrates the ability to lead the problem analysis of solution design. | Demonstrates the ability to set priorities under conditions of limited resources and competing demands; demonstrates the ability to coordinate multiple projects and projects having multiple phases. | Demonstrates the ability to consider the impact of one's actions on the overall organization when setting work priorities; demonstrates the ability to consider contingencies for the unexpected when planning long term work initiatives. |
| **Problem Solving/ Analysis** | Demonstrates the ability to effectively analyze and solve basic work related challenges; demonstrates the ability to deal effectively with conflict by maintaining poise and seeking acceptable solutions based on common goals and objectives; demonstrates an understanding of when to ask for and an ability to ask for assistance from coworkers. | Demonstrates the ability to effectively analyze and solve moderately difficult work related problems on a variety of platforms; demonstrates the ability to appropriately define a problem and apply knowledge gained from previous issues and solutions to resolving a current challenge. | Demonstrates the ability to effectively analyze and solve complex work related problems; demonstrates the ability to interpret complex and detailed specifications and make suggestions that provide workable solutions to problems considered as complex. | Demonstrates the ability to effectively analyze and solve the more difficult and complex work related problems by using past experience, research, and best practice information; demonstrates the ability to lead feasibility studies that produce useful recommendations. | Demonstrates the ability to effectively analyze and solve the most difficult, technical, and complex work related problems; demonstrates the ability to recommend a number of solution options to technical issues; demonstrates initiative in accepting accountability for recommendations and decisions. |

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| Shared Competencies | Info/Tech Analyst I | Info/Tech Analyst II | Info/Tech Analyst III | Info/Tech Analyst IV | Info/Tech Analyst V |
|---|---|---|---|---|---|
| **Communication** | Demonstrates the ability to effectively communicate verbally and in writing; demonstrates the ability to create program documentation that is appropriate and easily understood; demonstrates good interpersonal communication skills with customers and co-workers by listening attentively, being patient, and displaying appropriate body language. | Demonstrates the ability to effectively interact with customers through listening attentively to customer needs and keeping customers informed regarding the status of projects. | Demonstrates the ability to effectively interact with management and other stakeholders; demonstrates the ability to be an effective liaison between the customer and the assigned information services unit. | Demonstrates the ability to speak and write in a manner that can be easily understood by employees at all levels within the organization including organizational leadership; demonstrates the ability to prepare clear and comprehensive project proposals and plans; demonstrates an ability to effectively represent the organization's perspective to other public agencies, vendors, and other entities doing business with the organization. | Demonstrates the ability to speak and write in an effective manner with individuals at all levels within the assigned information services unit. This would include policy makers such as department and office directors, and elected officials. |
| **Customer Consulting** | Demonstrates a strong commitment to good customer service; demonstrates the ability to identify basic information technology service needs. | Demonstrates an ability to develop a thorough understanding of the customer's information technology service needs. | Demonstrates an ability to understand and convey to co-workers the business needs of the customer; demonstrates an ability to develop an understanding of the relationship between the customer's business needs and information needs. | Demonstrates the ability to develop an understanding of the full range of the customer's business and information needs; demonstrates the ability to identify and resolve the full range of related issues. | Demonstrates an ability to identify the customer's information services goals and desired outcomes and manage customer service expectations. |

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| Shared Competencies | Info/Tech Analyst I | Info/Tech Analyst II | Info/Tech Analyst III | Info/Tech Analyst IV | Info/Tech Analyst V |
|---|---|---|---|---|---|
| **Teamwork, Management, and Leadership** | Demonstrates the ability to be an effective member of a cross functional work group by accepting assignments willingly and completing assignments within agreed upon time lines; demonstrates consideration of others, tactfulness, and support of coworkers. | Demonstrates the qualities of adaptability, flexibility, dependability, and accountability in everyday work and in interactions with coworkers; demonstrates an understanding of one's specific role, responsibility, and expectations within the assigned information services unit. | Demonstrates effective leadership within a work group through providing a positive influence in the work environment; demonstrates the ability to give technical direction to less experienced staff. | Demonstrates the ability to provide effective project leadership by demonstrating support of the group problem solving process; demonstrates the ability to recognize positive results, manage conflict, and negotiate with coworkers and other project members for satisfactory outcomes; provides effective work direction to project members by demonstrating the ability and willingness to provide assistance through sharing of technical expertise and through promotion of positive work behaviors. | Demonstrates the ability to provide effective cross functional work team leadership by encouraging individual participation and creativity; is supportive of others and the group decision making process; demonstrates the ability to facilitate the group problem solving process, recognizing positive results, managing conflict, and negotiating for satisfactory outcomes; demonstrates the ability to be an effective member at the management team level by promoting the mission and vision assigned information services unit. |
| **Requirements** | | | | | |
| **Education, Certification, and Registration**  **Note:** Certified City employees who have been employed for not less than one year and have at least 1040 hours of accumulated hours on the payroll, may enter an examination if they meet the requirements for the position and have a satisfactory performance rating. | A technical school certification in an area of information technology that is related to the vacancy, or at least, twelve months of documented on-the-job training related to the vacancy | A Bachelor's Degree in Information Management, Computer Technology, or a related field plus one year of work experience related to the vacancy or a vacancy-related technical school certificate plus two years of work experience related to the vacancy. | A Bachelor's Degree in Information Management, Computer Technology, or a related field plus two years of work experience related to the vacancy or a vacancy-related technical school certificate plus four years of work experience related to the vacancy. | A Bachelor's Degree in Information Management, Computer Technology, or a related field plus four years of work experience related to the vacancy or a vacancy-related technical school certificate plus six years of work experience related to the vacancy. | A Bachelor's Degree in Information Management, Computer Technology, or a related field plus six years of work experience related to the vacancy or a vacancy-related technical school certificate plus eight years of work experience related to the vacancy |

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| Shared Responsibilities | Info/Tech Analyst I | Info/Tech Analyst II | Info/Tech Analyst III | Info/Tech Analyst IV | Info/Tech Analyst V |
|---|---|---|---|---|---|
| **Provides support to customers in meeting their computer application needs.** | Performs programming work of basic complexity in support of an assigned technology platform. | Performs programming work of intermediate complexity in support of information technology projects that involve multiple platforms and applications. | Performs complex programming work requiring an advanced understanding of the City's information technology infrastructure. | Performs very complex programming work requiring an expert understanding of the business of the customer and the corresponding information requirements. | Provides expert technical work of the highest complexity for both internal and external customers. |
| **Meets with customers to collect information necessary to define scope of projects, establish priorities, and the deadlines of projects.** | Consults with customers; determines the relevancy of information regarding projects that are usually narrow in scope, and usually involve specific programming modules or processes. | Consults with customers and works on projects of average complexity and scope; prepares plans and makes recommendations. | Consults with customers on complex projects of a scope that requires a thorough understanding of the assigned customer's information technology needs. | Consults with customers as a business partner in planning all aspects of information technology projects to meet future needs. | Consults with City IS management and makes recommendations regarding projects that may set the future direction of information technology in the City. |
| **Participates in selecting appropriate solutions to meet defined customer needs.** | Performs basic programming, including coding, generating ad-hoc reports, and debugging basic programs on an assigned information technology platform. | Consults with customers to understand their information needs; works on projects designed to increase operating efficiency, effectiveness or designed to adapt new operating requirements. | Consults with customers in order to assist in planning for future systems improvements. | Consults with customers in order to ensure the proper configuration, efficiency, and security of City applications. | Consults with customers in planning for technology upgrades; determines the value of the return on investment in new technology. |
| **Performs problem solving on assigned City applications.** | Performs program testing and fixes. | Performs coding and problem solving on applications of average complexity affecting a broad range of projects. | Performs work on complex systems and solves associated problems; leads the analysis and design of relevant databases and multiple processes within business applications. | Performs work on the most complex and advanced City applications requiring the development of procedures to facilitate complex implementations and disaster recovery. | Performs expert professional level work on the most advanced technologies; solves problems using the most sophisticated tools and corresponding solutions. |

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| Shared Responsibilities | Info/Tech Analyst I | Info/Tech Analyst  II | Info/Tech Analyst III | Info/Tech Analyst IV | Info/Tech Analyst V |
|---|---|---|---|---|---|
| **Participates as a member of a work team.** | Assists in gathering relevant information from customers regarding projects; assists in writing programming documentation or training modules. | Prepares basic project plans and makes recommendations on infrastructure and process solutions. | Advises and assists less experienced team members in their development. | Assists other staff members in developing and implementing technical solutions. | Serves as a member of the IS leadership team; provides work direction to lower level employees and facilitates group problem solving processes. |
| **Assists in establishing and meeting quality control standards for all projects.** | Follows set standards. | Assists in establishing measurements for determining success of projects. | Participates in setting work priorities and standards for all aspects of a work project. | Establishes procedural standards and guidelines for work projects. | Makes recommendations regarding Citywide procedural standards and guidelines to Management personnel. |
| **Keeps current in information technology best practices including new technologies and trends.** | Reads publications regarding information technology and exchanges information regarding best practices and new technology with fellow employees and other people in the information technology field. | Same | Maintains knowledge of current best practices and trends in new technologies and applies that knowledge in recommending solutions to work project issues and/or changes to processes. | Same | Maintains knowledge of emerging trends in best practices and new technologies and applies this knowledge to solving work project issues and organizational planning activities. |
| **Maintains a flexible work schedule and works the hours necessary to complete projects.** | Same | Same | Same | Same | Same |